

SHERIFF'S BLUE RIBBON PANEL

Agenda: Meeting 2

Wednesday, March 22, 2006, 6:00 – 9:00 pm

Seattle City Council Chambers

600 Fourth Avenue, Second Floor, Seattle

Topic	Lead Presenter	<i>Estimated Time</i>
• Introductions; agenda overview	Randy Revelle	6:00-6:10 pm
• Preliminary responses to March 8 panel questions	Morgan Shook	6:10-6:20 pm
• Overview of current procedures and sample investigations	Captain Cam Webster, Internal Investigations Unit	6:20-7:30 pm
• Overview of King County Ombudsman's Office role in investigations	Marty Wine	7:30-7:45 pm
• Presentation and discussion of major factors influencing the discipline process	Marty Wine Randy Revelle	7:45-8:15 pm
• Identification of comparable agencies for research	Morgan Shook Marty Wine	8:15-8:40 pm
• Public comment (<i>only if time permits</i>)	Randy Revelle	8:40-8:50 pm
• Summary and next meeting <ul style="list-style-type: none">• Overview: employment & labor law• Findings: best practices	Randy Revelle	8:50-9:00 pm

Panel Members

- Randy Revelle, chair
- Faith Ireland, vice chair
- Tony Anderson
- Dave Boerner
- Michael O'Mahony
- Wilson Edward Reed
- Jennifer Shaw
- Richard K. Smith
- Pat Stell
- D. Gene Wilson

Panel Staff

- Berk & Associates (Marty Wine and Morgan Shook)
- Virginia Kirk, King County Sheriff's Office

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KING COUNTY SHERIFF'S BLUE RIBBON PANEL
Panel Meeting Summary: Wednesday March 8, 2006, 6-9 PM
Washington State Hospital Association
300 Elliott Avenue West, Seattle, WA

Panel Members Present: Randy Revelle (chair), Faith Ireland (vice-chair), Tony Anderson, Dave Boerner, Michael O'Mahony, Wilson Edward Reed, Jennifer Shaw, Richard Smith, Pat Stell, and D. Gene Wilson

Panel Members Absent: none

Proceedings:

Meeting convened at 6:10 PM by Randy Revelle, chair.

Opening

- King County Sheriff Sue Rahr, King County Council Chair Larry Phillips, and King County Council Vice Chair Jane Hague thanked the panel for their service.

Panel Introductions

- Panel Members introduced themselves and provided a short biographical profile of their relevant experience.

Panel Charge

- Panel members reviewed and consented to the draft panel charge.

Operating Guidelines

- The draft operating guidelines were discussed and adopted by unanimous vote.

Work Program and Schedule

- Panelists discussed and approved the preliminary work program and schedule.
- Panel chair will pursue and secure a permanent meeting space.
- The vice-chair will chair the panel for the May 17, 2006 meeting.

Meeting Materials and Information

- Berk & Associates will coordinate internal communications for the panel. Panelists wanting to distribute materials to other panelists should do so through Berk & Associates.
- Members of the public can submit comments and questions to sheriff@berkandassociates.com

Sheriff's Office Services and Work Force

- Marty Wine (Berk & Associates) presented an overview of the King County Sheriff's Office, highlighting service and work force characteristics.

Misconduct and Disciplinary Procedures

- Virginia Kirk (King County Sheriff's Office) presented an overview of the current misconduct and discipline system of the Sheriff's Office.

Meeting adjourned at 9:00 PM by Randy Revelle, chair

Summary: Berk & Associates

King County Sheriff's Blue Ribbon Panel
Panel Meeting: Wednesday March 8, 2006, 6-9 p.m.
Washington State Hospital Association
300 Elliott Ave W, Seattle, WA

Panel Questions

Meeting Materials and Information Flow

Could we get all the press articles?

- Additional press articles will be provided to the Panel.

Could all meeting materials arrive early enough for review?

- Meeting materials that are ready for review will be e-mailed on the Friday before the meeting.

Panel Charge

Who will receive the Panel's recommendations?

- The Panel's recommendations will be received by its sponsors: In no particular order, the King County Sheriff, King County Council, King County Executive, and the King County Prosecutor.

Are there recommendations that are outside of the Panel's purview?

- The panel is free to recommend anything that they feel will address the issues at hand.

Background: Sheriff's Office

Does the sheriff contract with cities only?

- The Sheriff contracts with cities and other governments.
 - City Contracts: Beaux Arts, Burien, Covington, Kenmore, Maple Valley, Newcastle, North Bend, Sammamish, SeaTac, Shoreline, Skykomish, Woodinville
 - Other Contracts: Muckleshoot Tribe, King County International Airport, Metro Transit.

Who is responsible for policy development within the King County Sheriff's Office (KCSO)?

- There is a single deputy who reports directly to the Sheriff. This deputy coordinates with appropriate resources inside and outside of the department to draft policies and then route them for comment and concurrence.

Who investigates complaints within KCSO?

- The Internal Investigations Unit (IIU) is responsible for all serious complaints.

Who advises the IIU commander?

- Depending on the issue the IJU commander has counsel from the County Labor Department (contained within the Department of Executive Services) the Prosecutor's Office, the KCSO legal advisor, and the KCSO HR manager.

Employee Recruitment, Training, and Evaluation

What type of recruitment requirements does KCSO use? What is the process? Discuss standards and screening process?

- See attached document: **Deputy Sheriff Requirements.pdf**.

Are there any statistics that describe how many KCSO applicants are retained after the probationary period?

- Approximately 30% of hires do not complete the probationary period.

What types of training are included in the curriculum of the police academy?

- See attached document: **Basic Law Enforcement Academy.pdf**

How many hours of police academy training do recruits receive?

- The 720 hour Basic Academy curriculum is designed to provide recruit officers with the basic knowledge and skills necessary for safe, proper, and effective law enforcement service. Instructional blocks include: Criminal Law and Procedures; Traffic Enforcement; Cultural Awareness; Communication Skills; Emergency Vehicle Operations Course; Firearms; Crisis Intervention; Patrol Procedures; Criminal Investigation; and Defensive Tactics.

When are officers hired by KCSO - before or after the police academy graduation?

- Most are hired before they complete academy training but there are also lateral hires who are academy graduates

What is the graduation rate for KCSO hires sent to the police academy? How does this compare to the overall police academy graduation rate?

- Over 90% of KCSO hires graduate from the police academy

What is the 'Spirit of Service' grant and how does it relate to the current hiring practices of KCSO?

- Information pending.

Who is responsible for employee training within KCSO? What are the different types of trainings employees receive (by rank and position)?

- Information pending.

How are KCSO employees evaluated on performance? Are there evaluations beyond the probationary period?

- Currently, there are no performance evaluations.

When and why did regular performance evaluations stop being done?

- Performance evaluations were suspended approximately five years ago because the process and guidelines for doing them were thought to be cumbersome and did not yield much helpful information. Three years ago a committee was formed to work to create a new performance evaluation form. A sample evaluation form was developed but there was disagreement on how it should be used. The issues were not resolved and the evaluation form was not used. Recently, the Sheriff has re-activated the process to develop a new simplified evaluation form.

Oversight of IIU and Internal Investigations

What is the relationship of the County Ombudsman to the complaint process? Do they do their own investigations? What are their criteria for taking a complaint?

- To be covered in Meeting 2 presentation

Is there oversight of the complaint intake process?

- To be covered in Meeting 2 presentation

What are the IIU reporting mechanisms? Does the sheriff see or review IIU workload statistics?

- To be covered in Meeting 2 presentation

Are there any avenues for outside review of the IIU investigations?

- To be covered in Meeting 2 presentation. Generally, Prosecuting Attorney, Labor Department, and sometimes the Ombudsman if person is not happy with outcome. No systematic outside review.

Misconduct and Discipline System

Is it true that people have to come downtown to KCSO headquarters to file a complaint?

- No. Because the KC Ombudsman's Office encourages citizens to call us directly, only rarely is an investigation initiated solely as the result of notification from the Ombudsman's Office. We do not track those, but it is generally about one case a month. See attached document: **King County Sheriff's Office - Filing Complaints.pdf. and Sheriff Complaint form.pdf**

What is the process for making a complaint? Does it differ if an employee makes a complaint against another employee? What happens when a supervisor initiates a complaint?

- Complaints and inquiries from citizens come to IIU in a variety of ways;
 - Phone calls
 - Letters
 - Email
 - KCSO Internet complaint forms
 - In person visits to Sheriff's front counter in courthouse or other worksites
- The process is similar for internal complaints. They are generally initiated by memo. Additionally, other agencies may be the source of the notification. By policy, complaints received by first line supervisors can be referred directly to IIU.

Who is responsible for the initial complaint screening at IIU?

- The decision to initiate a formal IIU complaint is made by the IIU commander. The Sheriff, Legal Advisor, and others are often sought out for input. The Sheriff and the IIU commander meet frequently to discuss ongoing cases.

What is the range of complaint “seriousness”? What are the criteria used to distinguish serious from less serious complaints?

- Complaint seriousness can be determined in a number of ways. The General Orders Manual section on Personnel Conduct acts as the best guide. Additionally consideration may be given to alleged harm or potential harm done to the complainant, physical or constitutional.

What is a Loudermill hearing? Is it limited to public employees?

- The Loudermill Hearing is an opportunity for the employee to explain their side of the story and is limited to public employees.

What happens when a complaint comes in to first-line supervisor? Who does this line review – captain or sergeant? How prevalent are these types of complaints?

- While first line supervisors have the option of obtaining a formal statement from the complainant, it is not required or encouraged. IIU does not track how many complaints may have started with a call to the first line supervisor who refers the person to IIU. Often a conversation with the first line supervisor may be all the citizen needs to be satisfied that their issues have been or will be addressed.

What is the Sheriff’s review process and how does she determine what level of discipline to give?

- Discipline – when a misconduct complaint is sustained, the employee’s command staff makes a discipline recommendation. If the recommended discipline could cause financial loss to the employee, the employee may ask for a meeting with the Sheriff, or a Loudermill Hearing. There the Sheriff can impose the recommended discipline or other discipline. The Sheriff bases her decision on many factors including;
 - Input from command staff
 - Input from legal advisor and labor attorney
 - Input from Guild or Union representative
 - Input from employee
 - Employees work and misconduct record
 - Past department discipline for similar misconduct

When is an employee notified of a misconduct investigation? Must the subject of a complaint be notified in a criminal investigation?

- To protect the integrity of the investigation, accused employees are notified in writing very early on in the investigative process. Because IIU does not conduct criminal investigations, no notification is made by IIU of pending criminal cases.

How are misconduct complaints assigned within IIU to its investigative staff?

- KCSO IIU is managed by a captain. IIU has two sergeants with extensive major crimes investigation experience. They serve as the primary investigators. The IIU captain

occasionally conducts investigations as well. Assignment decisions are made after discussion with IIU staff. IIU has one ASIII Professional Staff and provides oversight for one detective serving in the Manual Revision Unit.

What does a typical investigation (and the corresponding report) look like?

- To be presented in Meeting 2.

What type(s) of whistleblower protections are available to employees?

- See attached document: **Whistleblower brochure.pdf and Whistle blower.pdf.**

What was the rate of sustained complaints in 2005?

- To be presented in Meeting 2.

What are the standards of proof for an investigation? What are the outcomes and their definitions of a misconduct investigation?

- Standards of Proof – In agreement with labor organizations, the standard of proof is “a preponderance” for minor offenses, “clear and convincing” for serious misconduct that could result in termination.

Have there been any follow-ups/surveys of complainants to gauge their satisfaction with the process?

- None to date.

Who has access to the complaint investigation? What is the mechanism for an organization separate from the KCSO to see complaint records?

- To be covered in Meeting 2 presentation

How do other departments such as Seattle or Tacoma deal with interim oversight issues?

- Information pending.

Labor and Agreements

Is Chapter 3 of the General Orders Manual a part of the labor agreement?

- Chapter 3 is not part of the collective bargaining agreement. However, if there were provisions that the department wanted to change in Chapter that would change hours, wages or working conditions, it would need to be bargained.

Where is the Guild represented in the misconduct and discipline process? What are their roles and activities?

- The Guild and Union are kept up to date with the progress and steps of the investigation. They are present during employee interviews. The Guild and Union help facilitate communication between the department, IIU and the accused employee.

How is the Guild involved in officer-to-officer complaints?

- Information pending.

Does the Collective Bargaining Agreement (CBA) specify the notification period to the accused for complaints once the complaint is logged?

- Timelines for investigations, decision making and notifications are specified in the General Orders Manual and are the result of negotiations and agreements with the Guild.

How is the labor environment different in Washington compared to other states?

- The Executive's labor relations director Nancy Buonanno Grennan is expected to present to the panel about labor issues. This question is best addressed by Ms. Buonanno Grennan of the Sheriff's Office.

Will our recommendations need to be bargained?

- Recommendations that change wages, hours or working conditions may have to be bargained.

Is the vehicle per officer policy based on crime deterrent or other public safety reasons? Is the use of the car a working condition that falls under the CBA?

- Yes the use of the car is a working condition. The car per car officer program authorized a police officer to increase the efficiency of commissioned personnel assigned to field positions during daily commute trips. Because patrol officers and detectives could immediately respond to calls for services during their daily trips, rather than waiting until the beginning of a regular work shift, patrol officers and detectives were expected to respond to more calls for service. The presence of marked police cars parked at officers' and detectives' residences was also expected to reduce crimes in King County neighborhoods and increase police visibility in general.

How are arbitrators selected? Does the CBA specify? Do the parties have to agree?

- The parties may agree to an arbitrator. However, if they do not agree, the following process is set forth in the collective bargaining agreement: In the event that the parties are unable to agree upon an arbitrator, then the arbitrator shall be selected from a panel of nine arbitrators furnished by the American Arbitration Association or other agreed upon service. The arbitrator will be selected from the list by both the county representative and Guild, each alternately striking a name from the list until one name remains. The arbitrator, who shall conduct the arbitration in accordance with the Voluntary Rules for Labor Arbitration, shall be asked to render a decision in accordance with those rules and the decision of the arbitrator shall be final and bind on both parties.

What are the situations when an arbitrator's ruling can be overturned?

- There is limited judicial review and it is rare to have an arbitration ruling overturned. The standard used to be arbitrary and capricious, but that was changed in 2003. The current standard to review an arbitration decision under a constitutional writ of certiorari is limited to whether the arbitrator acted illegally by exceeding his or hers authority under the parties' contract.

Comparable Police Departments

Has there been an analysis of the KCSO CBA with other departments (particularly Northwest departments) comparing management rights and misconduct processes?

- No, but an analysis is being prepared.

What are the in-state departments that have misconduct systems that would be comparable to KCSO?

- Pierce County , Snohomish County, City of Vancouver, City of Everett, and the City of Seattle all have IIU or comparable departments.

How do peer agencies deal with “minor” complaints? Are they tracked or ignored?

- An analysis is being prepared.

KING COUNTY DEPUTY SHERIFF REQUIREMENTS

QUALIFICATIONS

- Must be 21 years old by time of application
- Must possess a high school diploma or GED
- Must be a current U.S. Citizen
- Must be able to read, write and speak the English language so as to be easily understood
- Must possess a Washington State driver's license by date of hire
- Ability to interact effectively and empathetically with a wide diversity of people
- Ability to analyze and solve problems, take initiative
- Ability to deal constructively with stress
- Ability to apply laws and policies to ambiguous situations
- Ability to exercise independent discretion using good, sound judgment
- Ability to be confident in approaching, taking control of, and resolving situations
- Basic computer skills

NECESSARY SPECIAL REQUIREMENTS

- All applicants must pass a post-offer medical exam including the KCSO vision standards
- All applicants must be able to pass an extensive background investigation that includes a polygraph, psychological evaluation, and criminal history checks.
- All commissioned personnel must successfully complete and maintain law enforcement certification in the State of Washington.
- All commissioned personnel must qualify with a KCSO-issued firearm at least twice a year.
- All commissioned personnel are expected to maintain a level of physical and mental fitness so as to protect and serve the community at large throughout their career.

ADDITIONAL REQUIREMENTS FOR LATERAL ENTRY APPLICANTS

- Experience as a full-time commissioned police officer with at least 12 months of patrol experience.
- Successful completion of probation as a commissioned officer with a city police, county sheriff, or state patrol agency.
- Less than a two-year break in service from a former police officer position.
- Academy training and/or additional training that meets or exceeds the Washington State Criminal Justice Training Center's standards, as determined by the King county Sheriff's Office.



WASHINGTON STATE CRIMINAL JUSTICE TRAINING COMMISSION

Michael D. Parsons, Ph.D. Executive Director

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Basic Law Enforcement Academy (720 hours) Block Definitions 3/9/05

Administrative

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
AD0025	Introduction & Orientation	2:00
AD0050	Rules & Regulations	2:00
AD0075	Tac Officer Time	1: 30
AD0080	Recruit Photos	1:00
AD0090	Pre-Comp Test	1:00
AD0100	Workplace Harassment	3:00
AD0125	Freshman Detail	2:00
AD0200	Professional Ethics	4:00
AD0250	First Aid/CPR	6:00
AD0300	Critical Incident Stress	2:00
AD0350	Oral Autobiographies	2:00
AD0355	Oral Autobiographies	2:00
AD0360	Bureau of Alcohol, Tobacco & Firearms	2:00
AD0375	Cultural Awareness	6:00
AD0400	Class Photo	1:00
AD0450	Transitions in Policing	4:00
AD0526	HIV/HBV	2:00
AD0550	ACCESS	4:00
AD0555	Cert/Decert	0: 30
AD0560	Amber Alert	1:00
AD0579	Police Family Orientation/Class Video	2: 30
AD0600	Comprehensive Final	2:00
AD0625	Graduation Preparation	2:00
AD0630	Inspection/Ringing Out	1: 15
AD0650	Graduation	4:00

Total Class Hours For Block = 60: 45

Criminal Investigation

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
CI0025	Introduction to Criminal Investigation	2:00
CI0125	Reid Method of Interview/Interrogation	2:00
CI0150	Crime Scene Investigation	2:00
CI0175	Crime Scene Notes & Photos	2:00
CI0200	Crime Scene Diagrams	2:00
CI0210	Fingerprinting	4:00
CI0225	Evidence Collection Practice	3:00
CI0250	Crimes Against Persons/Property	3:00
CI0275	Interview & Interrogation	3:00
CI0300	Info Sources/Situational Problem Solving	3:00
CI0325	Identification Process	2:00
CI0350	Crim Inv - Mid-term Exam	2:00
CI0400	Narcotics	6:00
CI0425	Auto Theft/Insurance Fraud	2:00
CI0450	Interrogation of Michael Crowe	2:00
CI0475	Bombs & Explosives	2:00
CI0500	Child Abuse	4:00
CI0525	Sex Crimes	4:00
CI0550	Sexual Predators	2:00

(NOTE: Classes reflecting "0:00" hours are included in the Modular Training block.)

CI0575	Crim Inv MOCK SCENES	8:00
CI0600	DNA	2:00
CI0625	Death Investigation	4:00
CI0650	Northwest Crime Trends	2:00
CI0675	Informants	1:00
CI0700	FBI Update	2:00
CI0725	Secret Service Briefing	2:00
CI0800	Computer Crime Investigations	3:00
CI0850	Fire Investigations	2:00
CI0875	Crim Inv - Final Exam	2:00

Total Class Hours For Block = 80:00

Criminal Law

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
CL0100	Criminal Law	40:00
CL0125	Criminal Law - Gambling Crimes	2:00
CL0150	Criminal Law Final Exam	2:00
CL0155	Criminal Law Review	1:00

Total Class Hours For Block 45:00

Criminal Procedures

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
CP0025	Introduction to Criminal Procedures	1:00
CP0050	Police Liability	2:00
CP0075	Constitutional Law	2:00
CP0090	Court System	2:00
CP0100	Types and Rules of Evidence	2:00
CP0125	* Terry V. Ohio (Mod2)	0:00
CP0175	* Non Custodial Contacts (Mod3)	0:00
CP0200	* Frisks (Mod3)	0:00
CP0225	* Case Law Review #1 (Mod 3)	0:00
CP0230	* Arrest (Mod 3)	0:00
CP0235	* MOCKS - FIR #1 (Mod 3)	0:00
CP0245	Midterm Exam	2:00
CP0250	* Interview & Interrogation (Mod4)	0:00
CP0260	* Search (Mod6)	0:00
CP0275	Search Warrants 1	3:00
CP0300	Search Warrants 2	2:00
CP0375	Pre-test and Review	4:00
CP0380	Civil Rights Violations	2:00
CP0450	Criminal Procedures Final Exam	2:00

Total Class Hours For Block = 24:00

Crisis Intervention

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
CR0050	Introduction to Crisis Intervention	2:00
CR0060	* Response to Stress 1 (Mod1)	0:00
CR0070	Response to Stress 2	1:00
CR0075	Abnormal Behavior & Mental Illness	2:00
CR0100	Suicide	2:00
CR0125	*People in Crisis 1 (Mod2)	0:00
CR0160	* Practice: People in Crisis (Mod 2)	0:00
CR0175	Vulnerable Adults	2:00
CR0200	* Tactical Communication 1 (Mod3)	0:00
CR0225	* Tactical Communication 2 (Mod3)	0:00
CR0250	* Practice: Tactical Communication	0:00
CR0275	* Conflict Resolution 1 (Mod5)	0:00
CR0300	* Conflict Resolution 2 (Mod5)	0:00
CR0325	* Domestic Violence Law (Mod5)	0:00
CR0330	* DV Investigation Overview (Mod5)	0:00
CR0350	* Domestic Violence Prosecution (Mod5)	0:00
CR0360	* Module 5 Practice & Ethics Discussion	0:00

CR0450	Domestic Violence/Crisis Review	1:00
CR0475	Domestic Violence Final Exam	1:00
CR0500	Crisis Final Exam	1:00
CR0525	* Day Mock Scenes #1 (Mod5)	0:00
CR0550	Day Mock Scenes #2	4:00

Total Class Hours For Block 16:00

Emergency Vehicle Operation Course

<i>Class</i>	<i>Class Description</i>	<i>Hours</i>
EV0050	EVOC - Day 1	8:00
EV0055	EVOC - Day 2	8:00
EV0060	EVOC - Day 3	8:00
EV0065	EVOC - Day 4	8:00
EV0070	EVOC - Day 5	8:00

Total Class Hours For Block 40:00

Firearms Training

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
FA0950	Firearms Orientation	4:00
FA0951	Firearms-Lethal Force Post Event Shoot	2:00
FA1000	Firearms Units 2-12 Fundamentals	8:00
FA1050	Firearms Units 13-14 Dry Fire/Live Fire	8:00
FA1075	Introduction to Low Light	2:00
FA1100	Firearms Unit 15 Live Fire #2	4:00
FA1150	Firearms Unit 16 Live Fire #3	4:00
FA1200	Firearms Unit 17 Live Fire #4	4:00
FA1250	Firearms Unit 18 Live Fire #5	4:00
FA1350	Firearms Unit 20 Mid-Term Testing	4:00
FA1375	Firearms Unit 32 One-Hand Manipulation	2:00
FA1400	Firearms Unit 21-22 Use of Cover 1&2	8:00
FA1450	Firearms Units 24-26 Low Light	8:00
FA1500	Firearms - CQB & FATS	8:00
FA1550	Dynamic Sims	8:00
FA1650	Firearms Unit 36-38 Final Handgun & Etc	8:00

Total Class Hours For Block = 86:00

Force and Fitness Training

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
DT0025	C/DT Unit 1-Introduction	3:00
DT0050	C/DT Unit 2-Fundamentals	2:00
DT0075	C/DT Unit 3-Basic Handcuffing	3:00
DT0100	C/DT Unit 4-Striking Tools 1	3:00
DT0125	C/DT Unit 5-Striking Tools 2	3:00
DT0150	C/DT Unit 6-Use of Force	4:00
DT0200	C/DT Unit 8-High Risk Cuffing	3:00
DT0225	C/DT Unit 9-Basic Defenses	2:00
DT0230	C/DT Unit 10-Review	2:00
DT0250	C/DT Unit 11-Expandable Baton 1	3:00
DT0275	C/DT Unit 12-Control Tactics 1	3:00
DT0300	C/DT Unit 13-Scenario Training 1	4:00
DT0350	C/DT Unit 14-OC Lecture/Practical	8:00
DT0375	C/DT Unit 15-Control Tactics 2	3:00
DT0400	C/DT Unit 16-Control Tactics 3	2:00
DT0450	C/DT Unit 17-Control Tactics 4	2:00
DT0460	C/DT Unit 18-Expandable Baton 2	3:00
DT0475	C/DT Unit 19-Handgun Retention	4:00
DT0500	C/DT Unit 20-Scenario Training 2	4:00
DT0525	C/DT Unit 21-Basic Ground Tact.-Survival	3:00
DT0550	C/DT Unit 22-Basic Ground Tact.-Control	3:00
DT0575	C/DT Unit 23-Expandable Baton 3	2:00
DT0600	C/DT Unit 24-Review	2:00
DT0625	C/DT Unit 25-Final Skills Test	4:00
DT0650	C/DT Unit 26-Final Written Test	2:00
DT0700	Force Scenario Testing (Night Mocks)	4:00
DT1000	Physical Training	46:00

Total Class Hours For Block = 127:00

Mock Scenes

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
MS0025	Night Mock Scenes 1	5:00
MS0050	Night Mock Scenes 2	5:00
MS0075	Mock Scene Retests	1:00

Total Class Hours For Block 11:00

Modular Training

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
PSM1B	(CR) Response to Stress 1	2:00
PSM2	(CR) People in Crisis	3:00
PSM2A	(CP) Terry V. Ohio	2:00
PSM2E	(CR) Practice: People in Crisis	2:00
PSM3	(CR) Tactical Communication 1	2:00
PSM3B	(CR) Tactical Communication 2	1:00
PSM3C	(CR) Practice: Tactical Communication	2:00
PSM3E	(PP) Field Interview #1	2:00
PSM3F	(CP) Non Custodial Contacts	2:00
PSM3G	(PP) Field Interview #2	2:00
PSM3H	(CP) Frisks	2:00
PSM3I	(CP) Case Law Review #1	2:00
PSM3J	(CP) Arrest	6:00
PSM3K	(PP) MOCKS - FIR #1	4:00
PSM4B	(CP) Practical Demonstration #1	2:00
PSM4D	(CP) Interview & Interrogation	2:00
PSM5	(CR) Conflict Resolution 1	2:00
PSM5B	(CR) Conflict Resolution 2	2:00
PSM5C	(CR) Domestic Violence Law	3:00
PSM5C1	(CR) DV Investigations Overview	4:00
PSM5D	(CR) Practice: Conflict Resolution	2:00
PSM5E	(CR) Domestic Violence Prosecution	4:00
PSM5G1	(CR) Mock Scenes w/ Reports	5:00
PSM6A	(CP) Search	6:00
PSM6C	(CP) Case Law Review #2	2:00
PSM6D	(CP) Practical Demo #2	2:00

Total Class Hours For Block 70:00

Patrol Procedures

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
PP0025	Patrol Procedures - Introduction	2:00
PP0050	Patrol Preparation	3:00
PP0075	Off-Duty Considerations	2:00
PP0125	Call Response	3:00
PP0150	Hazardous Materials	3:00
PP0175	Pro-Active Patrol	2:00
PP0200	* Field Interview #1 (Mod 3)	0:00
PP0225	* Field Interview #2 (Mod 3)	0:00
PP0250	Arrests	2:00
PP0275	Frisking/Searching	3:00
PP0300	* MOCKS-FIR Practice #1 (Mod 3)	0:00
PP0325	Gang Awareness	6:00
PP0350	High Risk Vehicle Stops #1	2:00
PP0375	High Risk Vehicle Stops #2	2:00
PP0400	MOCKS-High Risk Vehicle Stop Practice #1	4:00
PP0425	Alarm Response	2:00
PP0450	K-9 Patrol & Tactics	4:00
PP0475	Building Search #1	2:00
PP0500	Building Search #2	2:00
PP0525	MOCKS-Bldg Search Practice #1	4:00
PP0550	High Risk Incidents	2:00
PP0560	Patrol Final Exam	2:00
PP0575	MOCKS-FIR Practice #2	4:00
PP0600	MOCKS-High Risk Vehicle Stop Practice #2	4:00
PP0610	MOCKS-Bldg Search Practice #2	4:00
PP0625	MOCKS-FIR Practice #3	4:00

Total Class Hours For Block = 68:00

Report Writing

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
CM0025	Introduction to Police Communications	2:00
CM0050	Statements & Exercise	2:00
CM0075	Police Reports & Exercise	2:00
Total Class Hours For Block		6:00

Traffic Law Enforcement

<i>Class Code</i>	<i>Class Description</i>	<i>Hours</i>
TR0025	Introduction to Traffic Law Enforcement	1:00
TR0030	Authority	1:00
TR0040	Rules of the Road (RCW)	3:00
TR0050	Drivers Licenses Violations	2:00
TR0055	Department of Licensing	3:00
TR0060	Writing Citations	1:00
TR0062	Vehicle Impounds	2:00
TR0065	Introduction to Traffic Stops/Practical	4:00
TR0160	Vehicle Stops - Unknown Risks	2:00
TR0200	Traffic Mid-Term	2:00
TR0225	Vehicle Stops Practicals #1	4:00
TR0250	Vehicle Stops Practicals #2	4:00
TR0425	Introduction to Collision Investigation	3:00
TR0430	PTCR-Police Traffic Collision Report	3:00
TR0435	Occupant Safety Restraints	3:00
TR0440	DUI Laws	1:00
TR0450	Traffic Final Exam	2:00
TR0550	NTHSA SFST's	12:00
TR0555	NTHSA SFST's Practicals/Exams	4:00
TR0556	Drugs That Impair Driving	8:00
TR0560	BAC Verifier/PBT Course	2:00
TR0561	BAC Verifier/PBT Course	4:00
TR0562	BAC Verifier/PBT Course	4:00
TR0570	BAC Verifier Practicals/Exams	4:00
TR0572	DUI Review	1:00
TR0575	DUI Arrest Night Mocks	4:00
TR0625	Railgrade Crossing	2:00
Total Class Hours For Block =		86:00



- [KCSO Home](#)
- [Services](#)
- [News & Statistics](#)
- [Crime Prevention](#)
- [Join the Team](#)
- [Partners](#)
- [Organization](#)

King County
 Courthouse
 516 Third Ave
 Room W-116

Getting in touch with KCSO

Filing Complaints

The Sheriff's Office investigates allegations of employee misconduct and alleged violations of policy, procedure, or law. Complaints about the validity of a traffic citation or criminal arrest should be heard by the courts. We will be happy to direct you to the appropriate court.

How Do I File a Complaint?

You may file a complaint in person, by phone, or by mail. A form is available at each KCSO location and on our web site. If you live in one of our contract cities, you may also submit your complaint to the city police chief, a supervisor, or a city official.

Who Will Investigate My Complaint?

The Internal Investigations Unit will assign an investigator and give you his or her name and phone number. You can call this person if you have questions or concerns.

What Happens After I File a Complaint?

The investigator will ask you to give a statement in person or by telephone. In most cases, the statement will

- [Contact Information](#)
- [Filing Commendations and Complaints](#)
- [Commendations](#)
- Complaints

Seattle, WA 98104

206-296-4155

TTY Relay: 711

Emergency Dial 911

be recorded. You may be asked if you know the name of the employee(s) involved. You may also be asked:

- To describe what happened;
- To provide the names of potential witnesses;
- To allow us to photograph any injuries or property damage; and
- To consent to the release of medical records that are associated with your complaint.

How Long Will the Investigation Take?

We try to complete every investigation within thirty days of receiving the complaint. If we cannot do so, we will notify you.

How Will I Learn the Results?

When the investigation is complete, we will send a letter to you that explains the results. We also notify the accused employee of the outcome.

If your complaint is sustained by factual evidence, the KCSO may discipline the employee or employees. If you are not satisfied with the KCSO's investigation, you can contact the King County Ombudsman's Office.

Alternative Formats

This part of our web site is also available as a print brochure. Contact the KCSO at (206) 296-4200 if you would like a copy of the brochure.

Complaint Form

Our Complaint Form is in PDF format. Its size is 10K. [Click here to download.](#)

RELATED LINKS

[King County Ombudsman*](#)

If you are not satisfied with the KCSO's investigation, you can contact the King County Ombudsman's Office. They will research the matter on your behalf.



**King County Sheriff's Office
Personnel Complaint Report (Web Version)**

Please complete this form by typing or by printing clearly in blue or black ink.

1. Information About the Person Making the Complaint

We need this information so that we can contact you about your complaint.

COMPLAINANT NAME	COMPLAINANT'S DATE OF BIRTH
COMPLAINANT'S ADDRESS (CITY, STATE, ZIP CODE)	
COMPLAINANT'S HOME PHONE NUMBER ()	COMPLAINANT'S WORK PHONE NUMBER ()

2. Information About the Incident

We need this information so that we can begin to investigate your complaint.

LOCATION: WHERE DID THE INCIDENT HAPPEN? PLEASE BE SPECIFIC.		
DATE THAT THE INCIDENT TOOK PLACE:	TIME THAT THE INCIDENT TOOK PLACE:	
THE NAME OF THE ACCUSED EMPLOYEE(S):		
SUMMARY OF WHAT HAPPENED:		
OTHER PEOPLE WHO WITNESSED THE INCIDENT (LIST OTHER WITNESSES ON BACK)		
NAME	ADDRESS	PHONE
NAME	ADDRESS	PHONE
NAME	ADDRESS	PHONE

3. Today's Date:

4. Mail this form to: Attn: Internal Investigations Unit
King County Sheriff's Office
Mail Stop KCC-SO-100
516 Third Avenue
Seattle, WA 98104

VI. Reporting Retaliation

Reports of retaliation should be made, in writing and within 30 days of the occurrence alleged to constitute retaliation, to the Ombudsman. The complaint must be signed and must specify the alleged act of retaliation and any relief requested.

The code requires the Ombudsman to immediately forward the retaliation report to the head of the branch or department in which the retaliation is alleged to have occurred. The department has 30 days to respond to a report of retaliation. The department responds directly to the employee (complainant), and is allowed one 45-day extension which is initiated by notifying the complainant.

VII. Appeal Procedures

If the department fails to respond to a report of retaliation within 45 days, or if the complainant is dissatisfied with the response, the complainant may request a hearing with the State Office of Administrative Hearings. The complainant has 15 days to deliver a request for a hearing to the head of the branch in which the alleged retaliation occurred.

For more information or questions about whistleblowing or reporting retaliation, or to inquire about training on the Whistleblower Protection Code for departments and employees, contact the Ombudsman Office at 206.296.3452.

This brochure summarizes the Whistleblower Protection Code. The entire law is available on our website at www.metrokc.gov/ombudsman. Copies are also available by contacting the Ombudsman office.

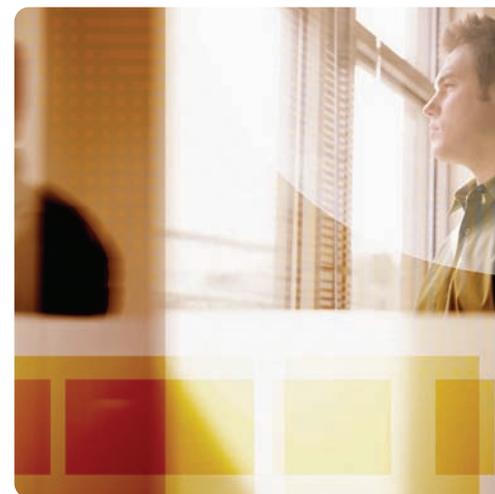
The Office of Citizen Complaints-Ombudsman also investigates citizen complaints about the operations of King County government, and alleged violations of the King County Employee Code of Ethics. KCC 2.52 and KCC 3.04.

Complaint forms are available online at: www.metrokc.gov/ombudsman.

Alternate formats available upon request.

Office of Citizen Complaints — Ombudsman
400 Yesler Way, Room 240 • Seattle, WA 98104
206.296.3452 V/TTY • 206.296.0948 Fax
ombudsman@metrokc.gov
www.metrokc.gov/ombudsman

Rev. 10/05



King County Office of Citizen Complaints

Whistleblower Protection Code

Important Information for Employees



King County

An independent agency of the
Metropolitan King County Council

King County Whistleblower Protection Code

King County Code 3.42

The King County Whistleblower Protection Code encourages employees to report, in good faith, governmental activities they believe are wrong. It also protects employees who make these reports.

I. Improper governmental action

Improper governmental action is defined as any action by a county officer or employee undertaken in the performance of official duties which:

- A. Violates any state or federal law or rule or county ordinance or rule, or
- B. Constitutes an abuse of authority, or
- C. Creates a substantial or specific danger to the public health or safety, or
- D. Results in a gross waste of public funds.

II. Limitations

Improper governmental action does not include personnel actions or authorized action to which an employee or the investigating authority dissents.

Employees may not report privileged information or information that is legally protected from disclosure. Also, the report of an employee's own improper governmental action does not provide immunity from discipline.

A properly authorized county program or activity does not become an "improper governmental action" because an employee dissents from the county policy or considers the expenditures to be unwise.

III. Where to report

Improper governmental action, based on type and location, should be reported in writing to:

- A. **Sexual harassment:** supervisor, department director, or other agency as specified in county's adopted procedures for reporting sexual harassment.
- B. **Employment discrimination:** supervisor, department director, or the Office of Civil Rights.
- C. **Judicial misconduct:** the State Commission on Judicial Conduct.
- D. **Police misconduct:** the Sheriff's Internal Investigations Unit.
- E. **Misconduct within District Court administration:** Presiding Judge of District Court.
- F. **Misconduct within Superior Court administration:** Presiding Judge of Superior Court.
- G. **Misconduct within Judicial Administration:** Director/Clerk of Superior Court or the Ombudsman.
- H. **Misconduct within the legislative branch:** Chair of the County Council.
- I. **Misconduct within the executive branch:** the King County Executive, the agency's department director, or the Ombudsman.
- J. **Misconduct within the Department of Assessments:** the Assessor or the Ombudsman.
- K. **Violations of criminal laws:** King County Prosecuting Attorney.
- L. **Violations of the Ethics Code:** Ombudsman.

IV. Protection for reporting

Employees who act in good faith and in compliance with the law, are protected from retaliation for reporting improper governmental action or cooperating in a resulting investigation. To the extent allowed by law, the identity of employees reporting and providing information about improper governmental action shall remain confidential, unless the employee waives that right, in writing (KCC 3.42.040).

V. Retaliation is prohibited

County officers or employees are prohibited from retaliating against any employee, who in good faith and in accordance with the law, reports improper governmental action. Retaliation means to make any unwarranted adverse change in an employee's employment status, terms or conditions.

Retaliation includes: denial of adequate staff to perform duties; frequent staff changes; frequent and undesirable office changes; refusal to assign meaningful work; unsubstantiated letters of reprimand or unsatisfactory performance evaluations; demotion; reduction in pay; denial of promotion; transfer or reassignment; suspension or dismissal or other unwarranted disciplinary action.

Retaliation also includes hostile actions by one employee towards another that are encouraged by a supervisor, senior manager, or official.



King County Office of Citizen Complaints – Ombudsman

400 Yesler Building
400 Yesler Way, Room 240
Seattle, WA 98104
206-296-3452 v/tty - 206-296-0948 fax

Whistleblower Protection Code Summary

Please review this summary and the Whistleblower Protection Code (KCC 3.42) before completing a whistleblower complaint form.

I. What improper governmental action is:

Improper governmental action is defined as any action by a county officer or employee undertaken in the performance of official duties which:

- A. Violates any state or federal law or rule or county ordinance or rule, or
- B. Constitutes an abuse of authority, or
- C. Creates a substantial or specific danger to the public health or safety, or
- D. Results in a gross waste of public funds.

II. What improper governmental action is not:

Improper governmental action does not include personnel actions or authorized action to which an employee or the investigating authority dissents.

Employees may not report privileged information or information that is legally protected from disclosure. Also, the report of an employee's own improper governmental action does not provide immunity from discipline.

III. Reporting improper governmental action:

Improper governmental action should be reported in writing to:

- A. Sexual harassment: supervisor, department director, or other agency as specified in county's adopted procedures for reporting sexual harassment;
- B. Employment discrimination: supervisor; department director; or other agency as specified in county's adopted procedures for reporting employment discrimination; or the Office of Civil Rights;
- C. Judicial misconduct: the Washington State Commission on Judicial Conduct;
- D. Police misconduct: the Sheriff's Internal Investigations Unit;
- E. Misconduct within District Court administration: Presiding Judge of District Court;
- F. Misconduct within Superior Court administration: Presiding Judge of Superior Court;
- G. Misconduct within Judicial Administration: Director/Clerk of Superior Court or the ombudsman;
- H. Misconduct within the legislative branch: Chair of the County Council;
- I. Misconduct within the executive branch: the King County Executive, department director of the appropriate executive agency, or the ombudsman;
- J. Misconduct within the Department of Assessments: the Assessor or the ombudsman;

- K. Violations of criminal laws: King County Prosecuting Attorney
- L. Violations of the Ethics Code: ombudsman.

IV. Protection for reporting:

Employees who act in good faith and in compliance with the law, are protected from retaliation for reporting improper governmental action or cooperating in a resulting investigation. To the extent allowed by law, the identity of employees reporting and providing information about improper governmental action shall remain confidential, unless the employees waives that right, in writing (KCC 3.42.040).

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Reports of retaliation should be made, in writing and within 30 days of the occurrence alleged to constitute retaliation, to the ombudsman. The complaint must be signed and must specify the alleged act of retaliation and any relief requested.

The code requires the ombudsman to immediately forward the retaliation report to the head of the branch or department in which the retaliation is alleged to have occurred. The department has 30 days to respond to a report of retaliation. The department responds directly to the employee (complainant), and is allowed one 45-day extension which is initiated by notifying the complainant.

VII. Appeal Procedures:

If the department fails to respond to a report of retaliation within 45 days, or if the complainant is dissatisfied with the response, the complainant may request a hearing with the State Office of Administrative Hearings. The complainant has 15 days to deliver a request for a hearing to the head of the branch in which the alleged retaliation occurred.

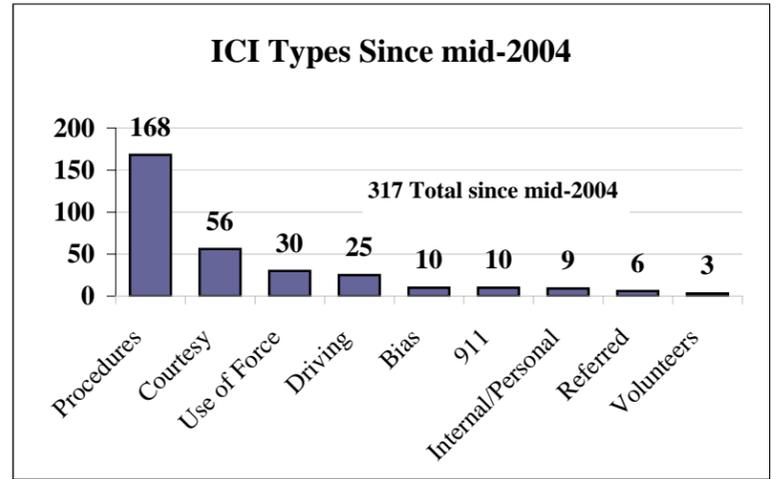
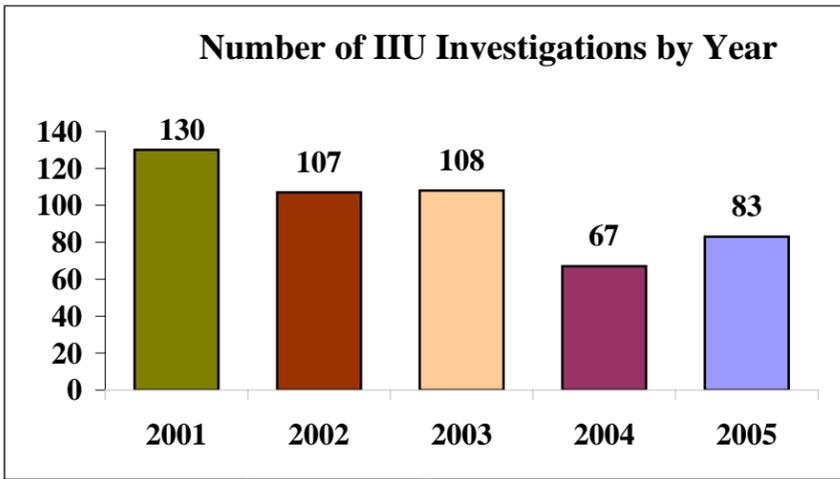
For more information or questions about whistle blowing or reporting retaliation, please contact the Ombudsman Office.

Internal Investigations Unit: Investigation Statistics

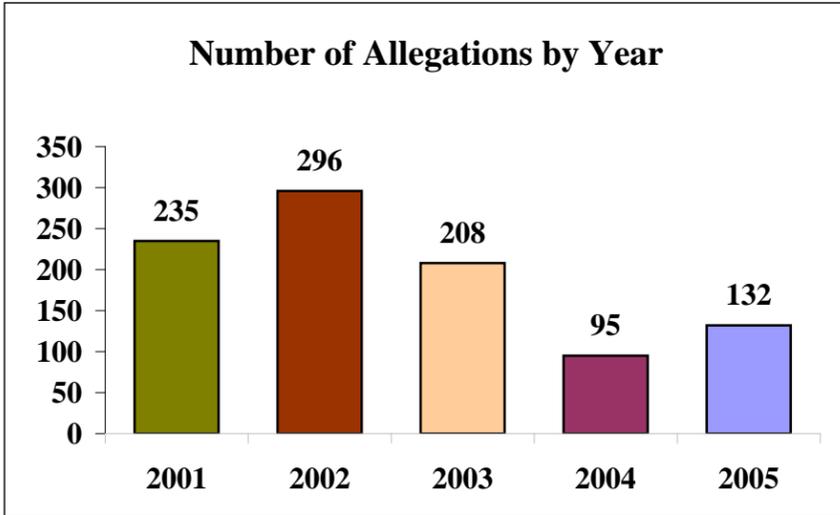
Formal Complaint Investigations

IIU Intake

Informal Cases and Inquiries



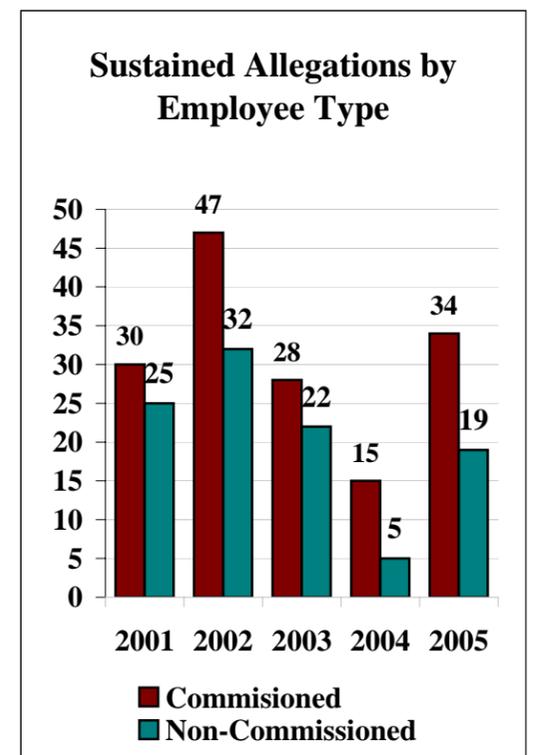
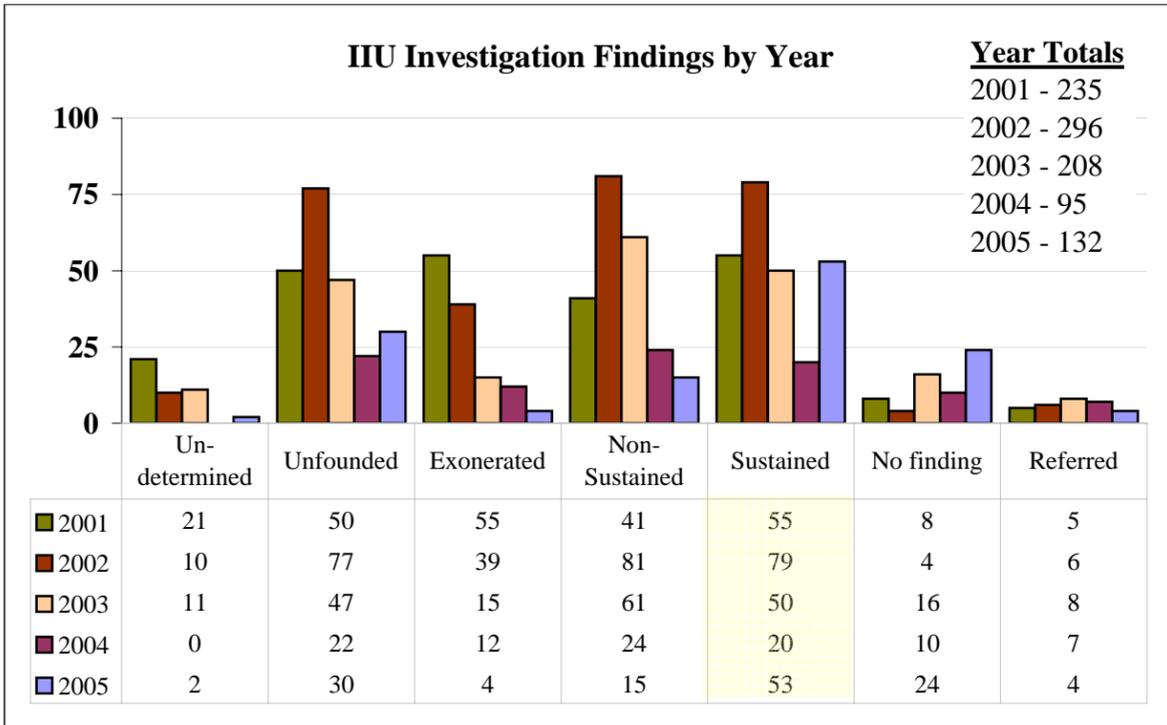
Investigations Generate Policy Allegations



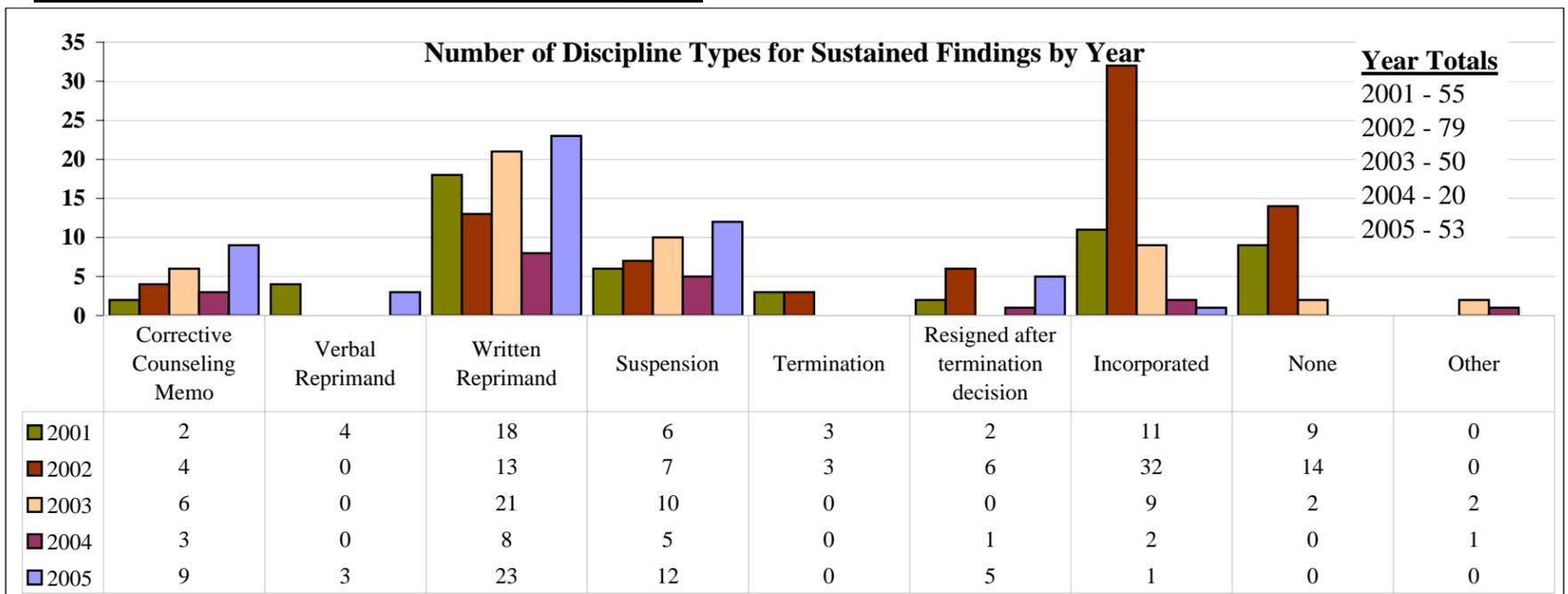
Top 5 Sustained Allegation Types 2003-2005

Type	Total
Performance Standards	13
Tardiness	6
Off Duty Employment	4
Conduct Unbecoming	4
Courtesy	4

Investigation Findings of Allegations



Discipline from Sustained Findings of Allegations



Sheriff's Blue Ribbon Panel

Discussion: King County Office of Citizen Complaints-Ombudsman

March 22, 2006

Presentation Purpose

- A citizens' resource for investigation, referral, and resolution of complaints about the Sheriff's Office is the King County Office of Citizen Complaints - Ombudsman (OCC).
- The Panel's reading packet contains information from a recent Metropolitan King County Council Law, Justice and Human Services hearing (March 16, 2006). At that time, the Director of the Office of Citizen Complaints, Amy Calderwood, presented workload statistics for her office related to the KCSO, including sample intake forms and cases, and the Office's most recent triannual report.

About the Office of Citizen Complaints

- OCC operates as an independent office within the legislative branch of the King County government, charged with:
 - Managing and investigating citizen complaints concerning King County government agencies.
 - Investigating alleged violations of the King County Employee Code of Ethics (KCC 3.04), and reports of improper governmental action and retaliation under the Whistleblower Protection Code (KCC 3.42).
- The Director is appointed by a majority of King County Councilmembers, and staffed by six employees.

Intake-Classification-Investigation

- The way inquiries are handled depends on their type. OCC logs all inquiries and screens them for jurisdiction. The Office may refer a person with an inquiry about the Sheriff's Office to IIU first, or the Office may receive the complaint if the person is uncomfortable going to IIU. The Office works with IIU as the first avenue to handle complaints against KCSO staff. However, the Office may also conduct investigations concurrent with and independent of IIU, with the exception of taking testimony from KCSO deputies named in the complaint. After IIU has completed its investigation, OCC reviews the complete and unredacted IIU file.
- Inquiries are classified in three ways: Information (referral to another agency); Assistance (facilitate information or answer to questions) or Investigation (systemic or not resolvable through assistance).
- Approach to investigation is guided by Chapter 2.52.110, *Action on Complaints*:
 - "The Director shall investigate the complaint, unless:

- Another remedy is available;
 - Complaint is outside the power of the office;
 - Complainant's interest is insufficient;
 - Complaint is trivial, frivolous, vexatious or not made in good faith; or
 - Complaint is too long delayed to justify investigation.
- OCC often investigates a complaint against the KCSO after an IIU investigation is complete, if the person is dissatisfied with the findings of an IIU response or investigation.
 - OCC investigations of matters relating to the Sheriff's Office made up 11% of all OCC investigations in 2005.
 - From 2001-2005, OCC handled 364 inquiries related to the Sheriff's Office; two-thirds (224) resulted in providing information (referral to another agency); about one-third (104) offered the complainant assistance in resolving or facilitating their inquiry; and ten percent (36) resulted in investigation.

Panel Discussion & Questions:

- What questions would the Panel pose to the Director of OCC?
 - Specific questions about workload statistics
 - Structure (within government: Executive, Legislative branch)
 - Process (what is investigated and how)
 - Interaction and cooperation with IIU
 - Best practices/how offices similar to OCC operate in other jurisdictions
- Is it sufficient to review the materials from the Council's LJHS Committee presentation, or would you like to meet with the OCC Director as well? (Options: April 12, April 26)

How to file a complaint with The Sheriff's Office

PERSISTENCE AND CLARITY CAN GET YOU WHAT YOU NEED.

Before you contact anyone, it's a good idea to decide exactly what the problem is and what remedy you are seeking. If you decide to speak with someone at The Sheriff's Office, pleasantly state the issue and what you want. Persist. Ask if a supervisor is available to speak with you.

ASK QUESTIONS.

Some good questions to ask include:

- Why was the situation handled the way it was?
- What law or policy applies?
- Was the law or policy applied consistently?

WRITE IT DOWN.

Any time you speak to someone at The Sheriff's Office about your complaint, it's a good idea to keep records of the contact you have made. Try to get the names of the staff people you speak with, and be sure to include the date of your conversation. Keep copies of any documents you get from, or give to the agency. Also, a chronological sequence of contacts and dates is helpful in investigating your complaint.

PLEASANTNESS MAKES A DIFFERENCE.

Public employees, like most of us, respond favorably when a courteous approach is used.

Where to file a complaint about The Sheriff's Office

Complaints about the conduct of King County Sheriff's deputies can be made at local precincts, IIU, or the OCC.

Internal Investigations Unit
516 3rd Avenue • Room W-116
Seattle, WA 98104-3268 • 206-296-4200

Precinct Two
18118 73rd Avenue NE • Kenmore, WA 98028
206-296-5020

Precinct Three
22300 SE 231st Street • Maple Valley, WA 98038
206-296-3883

Precinct Four
14905 6th Avenue SW • Burien, WA 98166
206-296-3333

Precinct Five
1206 N 185th Street • Shoreline, WA 98133
206-546-6730

Alternate formats available upon request.

Office of Citizen Complaints — Ombudsman
400 Yesler Way, Room 240 • Seattle, WA 98104
1.800.325.6165 ext. 6-3452
206.296.3452 V/TTY • 206.296.0948 Fax
ombudsman@metrokc.gov
www.metrokc.gov/ombudsman

Rev. 6/04



King County Office of Citizen Complaints

Complaints About The Sheriff's Office

What To Do And What You Can Expect



King County

An independent agency of the
Metropolitan King County Council

What is the King County Ombudsman Office?

The Office of Citizen Complaints (OCC) is an independent charter office located within the legislative branch of King County government. We are authorized to investigate a wide variety of complaints about King County government and to make and publish recommendations for change based on the results of our investigations.

Can the OCC investigate complaints about the King County Sheriff?

Yes. We have jurisdiction to investigate complaints about The Sheriff's Office. The majority of our investigations focus on how the Sheriff's Internal Investigations Unit (IIU) responds to citizen complaints alleging unprofessional conduct, unnecessary force, or violations of law, policy or procedure.

When should I contact the OCC?

First, file your complaint with the Sheriff's IIU. If you are not satisfied with their investigation, or if you are uncomfortable contacting IIU, we can contact them on your behalf, or we may take your complaint. It is best to file the complaint as timely as possible, usually no later than 30 days after the incident, or IIU's response to your complaint.

Can I file a complaint even though I have a pending court case?

Yes. A pending court case or citation does not prevent you from filing a complaint about officer conduct with IIU or the OCC. However, if you are given a citation or charged with a crime that you don't feel you are guilty of, you should contest these in court. It's important to talk with an attorney, and to appear at any scheduled court dates.

Who can file a complaint with the OCC?

We accept complaints from the aggrieved party or eye-witness to the incident. We make exceptions to this practice when the complaint is made by the parent of a minor child, legal guardian, or when the complaint is made on behalf of someone who is disabled or otherwise unable to contact us on their own.

What will happen after I file my complaint?

If your complaint is appropriate for investigation, OCC staff will contact The Sheriff's Office, review agency records, and research relevant law, policy, and procedure. We may interview witnesses and agency staff. After the investigation is completed, we will advise you of the outcome of the investigation and any action taken on your behalf.

How long will it take to investigate my complaint?

Every case is different and there is no set length of time that can be taken to complete the investigation. The length of time we may take to complete an investigation depends on the nature and complexity of the complaint.

Why should I file a complaint?

The majority of officers perform their duty with professionalism and concern for the community. That's why complaints alleging officer misconduct are taken very seriously by The Sheriff's Office and the OCC. A complaint that is investigated by IIU could result in officer discipline, up to and including termination, or appropriate training. Citizen complaints also serve to alert supervisors to potential problems, and can prevent future occurrences of police misconduct.

How do I contact the Office of Citizen Complaints?

Call, write, e-mail, or visit us at:
Office of Citizen Complaints
400 Yesler Way, Room 240 • Seattle, WA 98104
206.296.3452 V/TTY
ombudsman@metrokc.gov
www.metrokc.gov/ombudsman
Our business hours are 8:30 a.m. to 4:30 p.m. M-F

KING COUNTY
OFFICE OF CITIZEN COMPLAINTS
TRIENNIAL REPORT
SEPTEMBER – DECEMBER 2005

Presented to the
Metropolitan King County Council

January 17, 2006

Amy Calderwood, Ombudsman-Director
Colleen Albrecht, Sr. Deputy Ombudsman
Arlene Sanvictores, Sr. Deputy Ombudsman
Jon Stier, Sr. Deputy Ombudsman
Steve Birge, Office Manager
Matthew Conquergood, Legislative Secretary II
Marietta Zintak, Assistant Tax Advisor II
Hien Luong, Assistant Tax Advisor I
Mitch Feller, Work Study Student

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INVESTIGATIONS	6-9
TAX ADVISOR STATISTICS.....	10-12

INTRODUCTION

The Office of Citizen Complaints is required to report to the Metropolitan King County Council on the 15th of January, May, and September of each year on the activities of the Office for the preceding calendar period per KCC 2.52.150. This report summarizes Office activities for September 1 through December 31, 2005.

During the report period, the Office of Citizen Complaints received 522 inquiries. The majority of contacts to the Office were handled through information and assistance. We initiated 23 complaint investigations, and completed 21 investigations.

BACKGROUND

The Office of Citizen Complaints – Ombudsman investigates complaints about the administrative conduct of King County executive branch agencies. In addition, the Ombudsman investigates alleged violations of the King County Employee Code of Ethics as well as reports of improper governmental action and retaliation under the Whistleblower Protection Code.

The mission of the Office is to promote public confidence in King County government by responding to citizen complaints in an impartial, efficient and timely manner, and to contribute to the improved operation of County government by making recommendations based upon the results of complaint investigations.

INQUIRY CLASSIFICATION

The Office of Citizen Complaints classifies citizen inquiries into three categories:

Information: Request for information or advice which may result in referral.

Assistance: Complaint resolved through staff-level inquiry and facilitation.

Investigation:¹ Complaint is not resolvable through assistance, or is potentially systemic. Following preliminary review, complaint is summarized and transmitted to department director for response.

Investigations involve independent factual research, including witness interviews, evidence collection and review, analysis of applicable laws, policies/procedures, standards, etc.

Investigations seek to determine if the complaint is supported or unsupported, and to resolve the problem. Investigations may result in recommendations to departments for improved practices or policy changes, or for legislative change. Investigations are closed with a finding of resolved, supported, unsupported, or discontinued.

Complainants, respondents, directors of administrative agencies, and other parties of record are provided with a report of our findings.

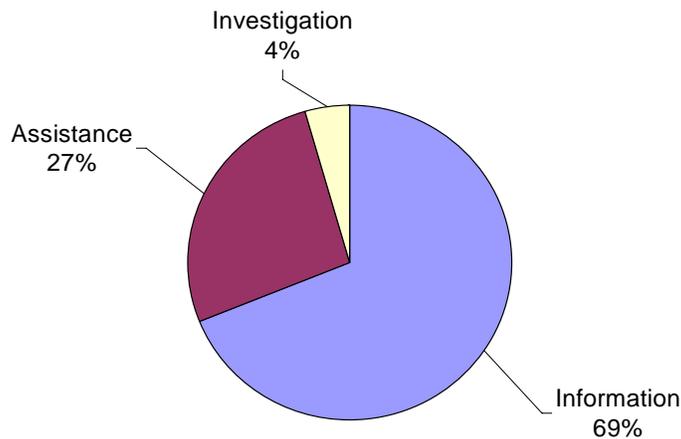
¹ Investigations include citizen complaints, alleged violations of the ethics code, reports of improper governmental action pursuant to the whistleblower protection code, whistleblower retaliation complaints, and ombudsman-initiated investigations.

OMBUDSMAN STATISTICS

Table A
Total Inquiries Received
September – December 2005

Department	Information	Assistance	Investigation	Total
Adult and Juvenile Detention	42	28	4	74
Assessor	5	0	0	5
Boards and Commissions	0	0	0	0
Community and Human Services	6	3	0	9
Development and Environmental Services	4	4	2	10
District Court	9	0	0	9
Executive	2	0	1	3
Executive Services	40	13	2	55
Judicial Administration	0	1	0	1
Metropolitan King County Council	26	10	1	37
Natural Resources and Parks	7	2	1	10
Prosecuting Attorney's Office	6	0	0	6
Public Health	15	53	3	71
Sheriff's Office	15	7	5	27
Superior Court	5	2	0	7
Transportation	30	7	4	41
Non-jurisdictional ²	148	9	0	157
Total	360	139	23	522

Chart A
Disposition of Total Inquiries Received
September – December 2005



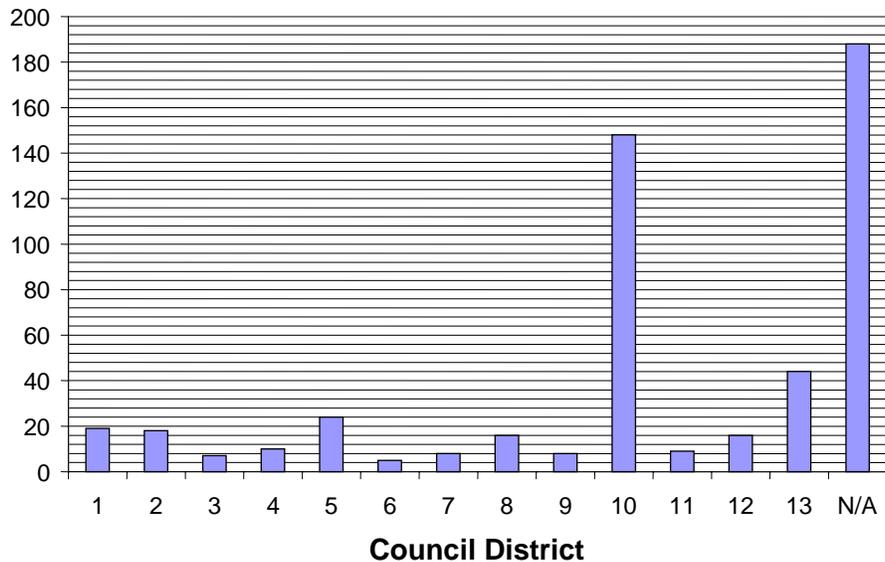
² The non-jurisdictional category represents contacts about non-jurisdictional city, state, federal, non-profit, or other private entities.

OMBUDSMAN STATISTICS

Table B
Inquiries by Council District
September – December 2005

District	Councilmember	Inquiries
1	Carolyn Edmonds	19
2	Bob Ferguson	18
3	Kathy Lambert	7
4	Larry Phillips	10
5	Dwight Pelz	24
6	Reagan Dunn	5
7	Pete von Reichbauer	8
8	Dow Constantine	16
9	Steve Hammond	8
10 ³	Larry Gossett	148
11	Jane Hague	9
12	David Irons	16
13 ⁴	Julia Patterson	44
N/A	Unavailable	190
Total		522

Chart B
Inquiries by Council District
September – December 2005



³ Inquiries for this district may be higher due to the number of calls from the Seattle Jail facility.

⁴ Inquiries for this district may be higher due to the number of calls from the Regional Justice Center.

COMPLETED INVESTIGATIONS⁵

DEPARTMENT OF ADULT AND JUVENILE DETENTION

Synopsis	Disposition
Inmate alleges use of unnecessary force and pepper spray.	Unsupported. Ombudsman staff conducted preliminary review of deck log, infraction report, inmate witness statements, and medical records, and transmitted to DAJD. IIU file was reviewed after Interim Director responded that complaint was unsupported. IIU file was incomplete and Ombudsman notified Director. IIU Captain searched for supporting documents and provided documents for Ombudsman review. Officers' reports support department's conclusion that staff acted within Department's policy and procedures. No indication that inmate's statements were weighed in DAJD conclusion.
Jail officials refused to submit "request for disposition of warrant" to another county as requested by inmate.	Indeterminate. Reviewed statute at issue, RCW 9.98.010. Transmitted complaint to jail commander, who obtained legal interpretation contrary to inmate's interpretation. Complaint file closed because no definitive interpretation is possible without judicial decision. Recommended that agency review complaint and statute, and educate staff members as appropriate regarding future similar inmate requests.
Corrections Officer refused to provide inmates with toilet tissue when needed.	Unsupported. Allegation not corroborated by officer reports. Inmate witnesses did not respond to requests for testimony.
Inmate infected with MRSA virus on five occasions while in custody at Seattle Facility. Alleges prior grievances are ignored and no steps are taken to alleviate problem.	Discontinued. Complainant filed claim for damages.
Excessive force resulting in injury.	Unsupported. Evidence, which included officer reports, inmate witness statements, and medical records, did not support claim that use of force was excessive. Corrections staff used necessary force to restrain inmate during transfer to another housing unit.

⁵ Open, ongoing investigations are not subject to public disclosure, and are therefore not included in the investigation synopsis.

DEPARTMENT OF DEVELOPMENT AND ENVIRONMENTAL SERVICES

Synopsis	Disposition
<p>Arbitrary and capricious action by agency officials to assist developer in avoiding consequences of excessive traffic on Novelty Hill Road. 2004 traffic counts not performed as required by UPD permit.</p>	<p>Unsupported. Reviewed and analyzed allegations and evidence provided by complainant. Conducted independent legal and factual research and analysis, including permit review, traffic data, and field observation. UPD permit requires annual counts of eastbound PM peak-hour traffic on Novelty Hill Road, and triggers possible moratorium on building permits if counts reach 1,350 vehicles per hour. 2004 counts approached but did not reach 1,350. Interviewed appropriate department officials. Provided detailed written responses and follow-up responses to complainant.</p>

DEPARTMENT OF EXECUTIVE SERVICES

Synopsis	Disposition
<p>Complainant alleges county employee conducting real estate business at work for profit, in violation of ethics code.</p>	<p>Supported. Ombudsman review of employee's computer use indicated consistent use of county computer to support outside real estate business. There is reasonable cause to believe the employee violated the ethics code. KCC 3.04.020(A).</p>
<p>Complainant alleges ITS staff threatened consultant that if changes were not made to a report about King County's Institutional Network, the consultant would not be considered for future County business.</p>	<p>Unsupported. In light of the witnesses' conflicting testimony and lack of persuasive evidence, the allegation is not supported by a preponderance of evidence. However, the complaint served to remind the department of the importance of clear and effective communications with contractors.</p>

NATURAL RESOURCES AND PARKS

Synopsis	Disposition
<p>Alleges Ethics Code was violated in hiring brother and failure to notify supervisor of potential conflict of interest.</p>	<p>No reasonable cause to believe that respondent violated Ethics Code 3.04.037. Respondent did not participate in hiring of brother, and therefore had no duty to notify supervisor or appointing authority of potential conflict.</p>
<p>Alleges Ethics Code violation in hiring of brother and failure to notify supervisor of potential conflict of interest. KCC 3.04.037.</p>	<p>Declined. KCC 3.04.037 does not apply to respondent named in complaint.</p>
<p>Alleges Ethics Code violation in hiring of brother and failure to notify supervisor of potential conflict of interest. KCC 3.04.037</p>	<p>Declined. KCC 3.04.037 does not apply to respondent named in complaint.</p>

Synopsis	Disposition
Installation of faulty drainage system resulted in property damage. Failure to repair faulty system and properly remedy drainage problem.	Unsupported. Record shows that fair and viable solution was offered for the naturally-occurring drainage issues; however, complainant refused to sign agreement necessary for department to proceed with repairs to private property.

PUBLIC HEALTH

Synopsis	Disposition
Inmate is not getting adequate medical treatment.	Resolved. Relayed inmate complaint to appropriate jail health personnel and received response from nursing supervisor indicating problem had been addressed.
Inadequate medical care.	Resolved and discontinued. Relayed inmate complaint to appropriate jail health officials. Inmate reported that complaint was resolved. Requested that senior managers investigate complaint and take corrective action if warranted.

SHERIFF'S OFFICE

Synopsis	Disposition
Sheriff's Deputy was rude and refused to accept a complaint regarding violation of Landlord Tenant Act.	Unsupported. Complainant was advised that the Sheriff's Deputy has the authority to determine whether there is sufficient evidence of criminal activity to support charges and was further advised to seek legal counsel for legal advice and possible civil options.
Internal Investigations will not investigate complaint of officer misconduct.	Unsupported. After complainant contacted IIU, his complaint was referred to the deputy's sergeant who then appropriately followed-up with the deputy. Ombudsman staff reviewed the sergeant's investigation summary. The sergeant found no misconduct by the deputy. Ombudsman staff met with IIU sergeants to discuss the sergeant's investigation further. Based on available evidence, Ombudsman concluded complaint was appropriately handled by the Sheriff's Office.
Deputy was rude, hung up on complainant, and refused to take report of custodial interference.	Unsupported. Complainant was advised that based on the results of a review of file documentation, statements, department policies and procedures, and RCW, the allegations that an officer was guilty of custodial interference, refused to take a complaint, and hung up on the complainant were unsupported.
Employee use of county resources to support candidate for election.	Declined. Complainant did not provide sufficient information to investigate complaint.

Synopsis	Disposition
<p>Objects to determination on previous complaint about Sheriff Deputy's response to report of custodial interference. Alleges Deputy coached child on avoiding visitation with parent.</p>	<p>Unsupported. Follow-up review of previous Ombudsman complaint indicated that Deputy responded appropriately to parent's attempt to report other parent for custodial interference. Witness testimony does not support allegation that Deputy's provided child with coaching on avoiding future visits with parent.</p>

DEPARTMENT OF TRANSPORTATION

Synopsis	Disposition
<p>Metro applicant was offered a job driving a bus which was later revoked.</p>	<p>Discontinued. Complainant did not provide information requested.</p>
<p>Alleges improper governmental action pursuant to Whistleblower Protection Code, specifically that complainant observed a Metro supervisor asleep in his car on duty, and complainant observed maintenance workers speeding through Metro base.</p>	<p>Unsupported. Transmitted complaint to agency, reviewed agency investigation, and complainant's supplemental evidence. Agency provided detailed account of investigation, including witness statements and supervisor logs indicating that supervisor was not asleep at time of allegation. Complainant's attorney provided rebuttal citing to documentation and facts that tended neither to prove nor disprove allegations. Provided detailed written reply to complainant, explaining why evidence of allegations did not amount to a preponderance.</p>

TAX ADVISOR STATISTICS

The Tax Advisor Office provides advice and assistance to any person responsible for the payment of property taxes in King County. Tax Advisor staff respond to citizen inquiries regarding the valuation of property, local and state appeal processes, and the property tax computation and collection process.

CONTACT CLASSIFICATION

The Tax Advisor Office classifies taxpayer contacts into two categories:

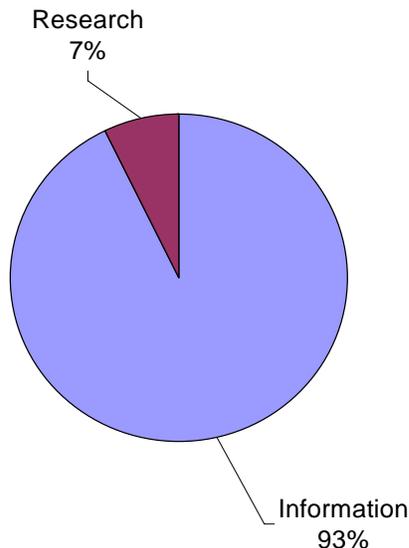
Information: Request for information or advice which may result in database inquiry and/or referral.

Research: Sales survey, and/or inquiry and attempted resolution of taxpayer concerns related to assessments, taxes (billing/levies), property records and applicable tax codes.

Table C
Total Tax Advisor Contacts
September – December 2005

	Information	Research	Total
September	444	68	512
October	901	41	942
November	410	32	442
December	286	20	306
Total	2041	161	2202

Chart C
Total Tax Advisor Contacts
September – December 2005



SALES SURVEYS

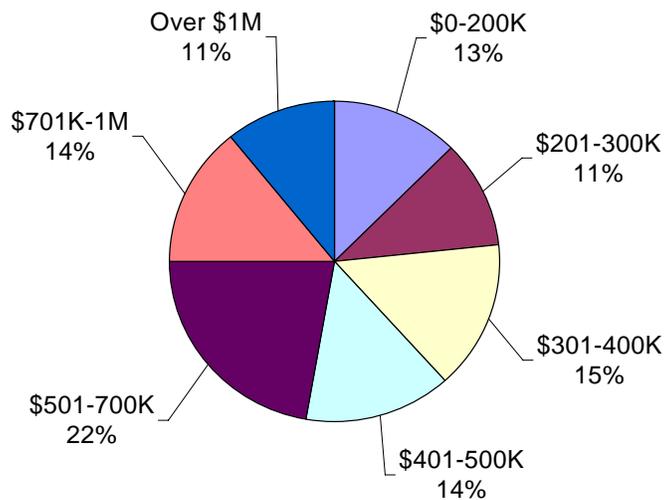
Sales surveys are produced using the Assessor's CompSales program to search for properties with similar characteristics. The Office reviews two years of previous sales in the plat or sub-area and a sales price range. The search can be refined by property characteristics such as view, waterfront, year-built, grade, and condition. A sales report is generated which provides the characteristics and sale prices of similar comparable properties.

Sales surveys are useful in helping taxpayers determine whether to appeal the Assessor's valuation, and can also be used as evidence when presenting an appeal to the Board of Equalization.

Table D
Sales Surveys – Assessed Property Value
September – December 2005

Assessed Property Value	Sales Surveys
\$0-200K	14
\$201-300K	12
\$301-400K	17
\$401-500K	16
\$501-700K	25
\$701K-1M	16
Over \$1M	12
Total	112

Chart D
Sales Surveys – Assessed Property Value
September – December 2005

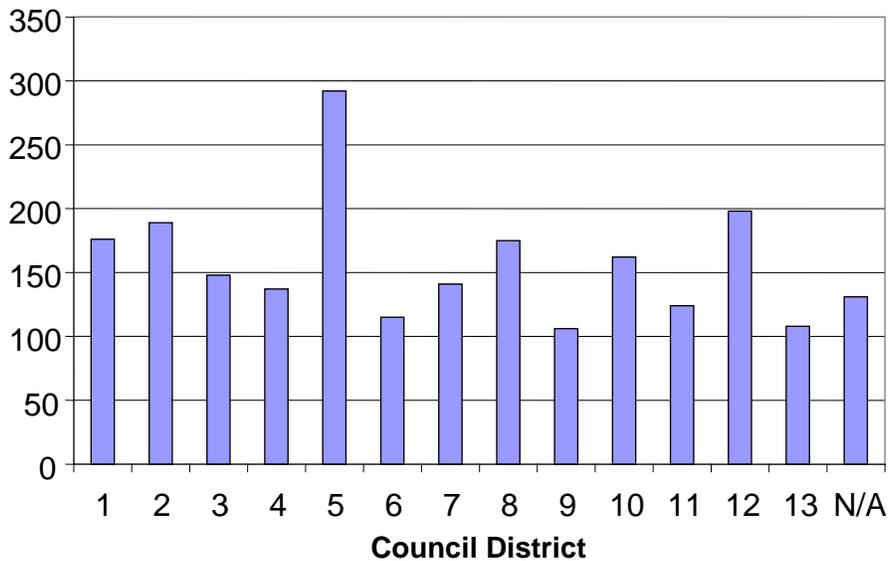


TAX ADVISOR STATISTICS

Table E
Tax Advisor Inquiries by Council District
September – December 2005

District	Councilmember	Inquiries
1	Carolyn Edmonds	176
2	Bob Ferguson	189
3	Kathy Lambert	148
4	Larry Phillips	137
5	Dwight Pelz	292
6	Reagan Dunn	115
7	Pete von Reichbauer	141
8	Dow Constantine	175
9	Steve Hammond	106
10	Larry Gossett	162
11	Jane Hague	124
12	David Irons	198
13	Julia Patterson	108
N/A	Unavailable	131
Total		2202

Table E
Inquiries by Council District
September – December 2005



Sheriff's Blue Ribbon Panel

Discussion: Identification of Comparable Agencies for Research

March 22, 2006

Presentation Purpose

- To provide a potential framework for identifying comparable agencies for research of their misconduct, discipline, and oversight systems
- To discuss how the Panel would like to proceed with the research

A Potential Framework for Identification of Comparable Agencies for Research

- Washington State police and sheriff agencies
 - Rationale: These agencies practice is similar labor environment and have an equivalent internal investigation unit.
 - Potential Agencies:
 - Pierce County Sheriff
 - Snohomish County Sheriff
 - Spokane County Sheriff
 - City of Vancouver
 - City of Everett
 - City of Seattle
 - Washington State Patrol
- Peer sheriff departments identified in the KCSO Operational Master Plan (OMP)
 - Rationale: These sheriff agencies where identified as peers of the Sheriff's Office because they serve a mix of urban and rural areas, have contracts, and staff at a level that is within a standard plus/minus range of the King County Sheriff's Office. See Appendix C in the OMP for more information on selection process.
 - Potential Agencies:
 - Pierce County, WA
 - St. Louis County, MO
 - Ventura County, CA
 - Oakland County, MI
 - Santa Clara County, CA
 - Alameda County, CA

- Pinellas County, FL
- Sacramento County, CA
- San Bernardino County, CA
- Orange County, CA
- Broward County, FL
- Agencies identified as having “best practices” from third party organizations
 - Rationale: The organizations represent police and citizen advocacy groups that have previously identified “best practices” in police misconduct, discipline, and oversight systems.
 - Potential Organizations:
 - Police Executive Research Forum
 - National Sheriffs’ Association
 - Washington Association of Sheriffs and Police Chiefs
 - International Association of Chiefs of Police
 - Police accountability/oversight organizations

Panel Guidance and Discussion

- What is the appropriate selection process and criteria for identifying comparable agencies?
 - What changes or suggestions would the Panel have to this approach for research?
 - Additional avenues for research?
 - How many police agencies would the panel like to research?
 - Screening process approach
- Building on the discussion of major factors influencing the discipline process, what are the factors and characteristics that the panel would like to know about these police agencies?
 - Organizational structure (both within the department and government)
 - Investigation and discipline processes
 - Internal and external oversight processes and organizations
 - Labor environment
 - Agency demographics
 - Service characteristics